## **FACT SHEET**

DPW MS. BURROW (7-4058) 1 MAY 2013

IMHD-PWH

SUBJECT: Housing Services Office Fact Sheet

PURPOSE: To provide information on services provided by the Housing Services Office (HSO) and programs for Soldiers assigned to Fort Hood.

## FACTS:

- 1. All newly assigned personnel are requested to contact the Housing Services Office prior to making arrangements for off-post housing. This is for the purpose of ensuring Soldiers receive counseling services regarding living off-post. The following services are available to assist Soldiers and their Families who are seeking off-post housing:
  - a. Available rental listings in the surrounding communities (30 mile radius).
  - b. Lease review/clarification upon request by prospective occupant.
  - c. Assistance in resolving complaints between tenants and landlords.
  - d. Information on low-income housing, schools, etc.
  - e. Soldiers can in-process through the HSO without signing into the installation.
- 2. The Deposit Waiver Program is available to assist all Soldiers who are required to in and out-process through the Housing Office.
  - a. Utility Deposit Waiver Deposit waivers are available for water.
- b. Rental Deposit Waiver Participating landlords agree to waive all or a portion of security deposit (not pet deposit) based on credit checks.
- c. Tenants/Landlords The HSO assists with an Arbitrator who mediates disputes between tenants and landlords which involve more than \$100. The Arbitrator's decision is legally binding. This process may be used in lieu of filing in small claims court.
- 4. Visit our website at <a href="www.hood.army.mil/dpw">www.hood.army.mil/dpw</a> for more information on housing services and policies.

(Original Signed)

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